In the Claims:

Please cancel claims 1, 3-4, 7-9, and 13-16. Please amend claims 2 and 5-6. Please add new claims 17-26. The claims are as follows:

1. (Canceled)

2. (Currently amended) ~~The method of claim 1~~ A method for automatically providing temporary access for servicing a system resource, comprising the steps of:

awaiting an occurrence of a trigger event associated with a system resource; and

in automatic response to the occurrence of the trigger event, activating a prearranged user account that enables a service provider to access the system resource, wherein the trigger event includes opening a trouble ticket.

3-4. (Canceled)

5. (Currently amended) A method for automatically providing temporary access for servicing a system resource, comprising the steps of:

awaiting an occurrence of a trigger event associated with a system resource, wherein the trigger event denotes that the system resource has a problem that needs attention of a service provider;

in automatic response to the occurrence of the trigger event, activating a prearranged user account that ~~enables a~~ authenticates the service provider to access the system resource to enable

the service provider to provide one or more services relating to the system resource, wherein prior to the prearranged user account being activated the prearranged user account is in dormancy such that use of the prearranged user account is blocked;

following the occurrence of the trigger event, awaiting an occurrence of a closure event associated with the trigger event; and

in automatic response to the occurrence of the closure event, deactivating the prearranged user account to dormancy such that use of the prearranged user account is blocked.

6. (Currently amended) The method of claim 5, wherein the trigger event includes an opening of a trouble ticket.

7-9. (Canceled)

10. (Original) The method of claim 5, wherein the closure event includes satisfaction of a temporal condition.

11. (Original) The method of claim 10, wherein the temporal condition includes expiration of a predetermined interval of time.

12. (Original) The method of claim 10, wherein the temporal condition includes arrival of a predetermined time.

13-16. (Canceled)

17. (New) The method of claim 6, wherein the closure event includes a closure of the trouble ticket in response to the problem being resolved.

18. (New) The method of claim 6, wherein the method further comprises passing the trouble ticket to the service provider, and wherein said passing the trouble ticket to the service provider comprises transferring to the service provider information relevant to the problem.

19. (New) The method of claim 18, wherein said transferring is implemented by e-mail or through the World Wide Web.

20. (New) The method of claim 6, wherein the trouble ticket characterizes a severity of the problem as low, medium, or high.

21. (New) The method of claim 20, wherein the closure event includes a reduction of the severity of the problem characterized by the trouble ticket.

22. (New) The method of claim 21, wherein the reduction of the severity of the problem includes an installation of a short-term patch.

23. (New) The method of claim 5, wherein the method further comprises establishing the

prearranged user account by recording provisions of said account on a database.

24. (New) The method of claim 5, wherein the one or more services are selected from the group consisting of repair of the system resource, maintenance of the system resource, performance tracking of the system resource, security management of the system resource, change management of the system resource, and combinations thereof.

25. (New) The method of claim 5, wherein the problem is selected from the group consisting of a malfunction of the system resource, an overload of the system resource, a degraded performance of the system resource, and an exhausted capacity of the system resource.

26. (New) The method of claim 5, wherein the system resource comprises computer-controlled industrial machinery.